

## **TOWN HALL MEETING QUESTIONS**

### **April 5, 2004: Morning Session**

1. Frozen technologies... what does that mean for employees who support those programs?
2. What are the criteria for deciding whether a technology is frozen/target/emerging/sunset?
3. What's going on with governance?
4. What's happened with SDII? We never hear about it any longer.
5. What happens to our IT talent when the economy turns around? Our employees will leave when the private sector offers more money. What things, besides pay, can DIT do to retain talent?
6. What are we doing to educate the agencies about our standards and the sunset/frozen/target/emerging technologies?
7. Is Infrastructure Services involved in the consolidation of servers? Were Detroit and the UP included in the pilot?
8. There was an article on TechTalk saying that DIT has saved the State \$58 million thus far. Is this figure accurate?
9. Is there going to be a restructure of DIT?
10. Where is e-Michigan housed? What is their role? Are their positions being moved into agencies?
11. Why does it take so long to get contractor replacements approved if they are such a good thing? When will Round 2 and Round 3 start?
12. Why is there a vacancy for a Systems Manager in the Legislature? Do the House & Senate have their own IT staff?
13. When will standardization and consolidation be coming? Can we put something out that shows the milestones and plan? What's already been completed?
14. Is there a standard rate that DIT charges the client agencies?
15. Are we changing the acceptable use policy for FIA?
16. In Desktop support, the State of Michigan is being denied access to remote e-mail servers. Why aren't our servers keeping pace with the rest of the universe?
17. The lack of standardization is making it difficult to push out patches and solutions. What can we do?
18. Will there be a way to move up if you are at the top of the pay range?
19. Why are ITT positions in Field Services being filled at the 7,8,9 level?
20. Why can't CSC employees transfer to the vacant positions in Field Services?
21. Are vacancies posted? Are there restrictions?
22. Why is there a "c" next to some positions on the TechTalk org charts?
23. We're understaffed and overworked? How do we deal with this problem?
24. Can the department have a better technical career path?
25. Why can't we fix the morale problem in the CSC with equal pay for equal work?
26. Is there a vision for the "DIT Infrastructure" meaning, the tools we have to do better business within our own organization?

#### **April 5, 2004: Afternoon Session**

1. There are Agency Services within DIT that don't use Remedy. How do I tell them they should?
2. Client Feedback Forms (client survey forms from Internet) are not being acted up on and shared with appropriate managers. What can we do?
3. What about out-state? It's not just Lansing that should be brought in.
4. Client wants to replace switches for telecom, and then it got denied by Jack Harris. It's been two years and now we are back to square 1. What can we do?
5. What are we doing with middleware support?
6. What is your vision for DIT being the primary service bureau for all agencies?
7. What software can I use to eliminate finger pointing between agencies?
8. Why are there ITPA jobs posted in departments other than DIT?
9. Why can't we get mail delivery fixed at the Ops Center?
10. Is the rumor that ITT and ITPA are being combined into one a true rumor?
11. When a person leaves, how do I get the position filled? What's the rule on this, as I've had a number of people leave.
12. Why do I have to use an ITT or ITPA to handle moves? Plugging in computers isn't a high-tech job.
13. Can you please look at considering location to home as a criteria for selection. Lots of people now drive long distances just to get to work.
14. What are the senior standards for the 12 level positions?
15. Are the IT people in FIA doing their own work?
16. Why did you take our 12 away?
17. Why can't I be a 12 when I was already a Tier 2?
18. What's the update on the Michigan/1 Project? (specifically, strategic redeployment of funding).
19. Map to get here is wrong... can we fix it?
20. Are we going to do desk audits?
21. How do we get management from all three areas to do an interview panel?
22. I'm uncomfortable taking furlough time and comp time in the same week and I feel like I am lying on DCDS. How do we remedy this?
23. Can't we have a suggestion box in DIT?
24. What are we doing with the CSC? Can we get direct lines into the CSC?
25. Please put the questions from the Town Halls out on TechTalk.